

Questions and Answers
Computer Aided Dispatch Integration Software and Services
RFP#15-05-06

1) Have there been an addenda issued?

No.

2) Will questions from vendors be shared to all vendors who have notified Purchasing that they intend to submit a Proposal?

Questions and Answers are posted on our webpage and may be found at <http://www.roanokeva.gov/DeptApps/PurchasingBids.nsf/4e32059a94cec9ea85256fb2006ac38b/2f81f34f3a7c6c3085257dfd00649ce0?OpenDocument>

3) With reference to the statement in Section 1, "The County and City prefer an off-site hosted solution but will consider an on-premise solution of a combination of the two." Would you share the City's thoughts as to why is an off-site hosted solution preferred? Are they looking for a completely out-sourced managed service? Are the City and/or County interested in a Cloud-based solution such as Amazon Web Services?

Off-site hosted generally relieves the city of having to manage hardware and software updates. We are open to other options but prefer a managed service.

4) With reference to Section 6 e, is it your desire to self-administer the system after it is installed? Which organization would manage the system?

Yes, we believe self-management of user data such as unit designators, incident types, etc. is desired. Either a single entity such as the city or both entities would administer the data depending on the proposed solution.

5) Are the interfaces described in Attachment A (Motorola) and Attachment B (New World) installed at this time? Is it a requirement of the Offeror to create middleware between the existing Motorola and New World Systems interfaces? Is an alternative approach acceptable if there is a grave concern that the existing interfaces are substantially deficient and will not deliver either the short term or long term functionality desired? For example, looking through the New World interface, there is no functionality to share unit information. However, the RFP expresses the desire to know the location of the nearest available unit. Without the ability to publish and subscribe to unit information through the CAD system interface, the interoperability platform cannot meet this requirement.

The Motorola and New World interfaces are not installed at this time but would be procured by the city or county. Alternative approaches would be considered but both CAD vendors have indicated that due to the age of the products they are not interested in new development work on these systems. The city is looking for the desired capabilities listed in the RFP but will evaluate partial solutions if all functions cannot be achieved. Any solution should not negatively impact the maintenance and support of the existing CAD systems.

6) Will the City provide several scenarios depicting/describing incidents representative or anticipated of the interoperability functionality?

Scenario 1:

City Dispatch receives a medical call at 1234 Main St. The city CAD has a defined run order than includes county stations as 3rd and 4th due because the location is close to the county line. The 1st and 2nd due city units are not available so the city CAD recommends a county medic unit from the 3rd due station which is a county station. The city dispatcher accepts the CAD recommendation and dispatches the call. Since the call is being sent to a county unit the incident details are forwarded through the CAD2CAD interface to the county CAD. The CAD2CAD interface translates the city CAD incident type code and city CAD unit designator for the county unit to the proper format for the county CAD. The incident then shows as a pending incident in the county CAD system preferably with the city recommended unit identified. The incident on the county system should include the incident address, location comments, callers name, phone number and call taker comments. The county accepts the call and dispatches their unit. The county CAD notifies the CAD2CAD interface of the dispatch status change and the information is forwarded to the city CAD where the county unit status is updated to show they are responding. The county unit switches to the city radio channels and advises the city dispatcher they are responding and are given any updates.

Scenario 1 continued:

As additional comments on the incident are received they are entered into the city CAD system which forwards them to the CAD2CAD interface which relays them to the county CAD to update the county incident.

Scenario 1 continued:

As additional unit status changes occur in either CAD system they are reflected in both CAD systems. When all units are cleared and the incident is closed the incidents in both CAD systems are closed.

Scenario 2:

County Dispatch receives a fire call at 4500 Virginia Ave. The county CAD has city units as 2nd and 3rd due for the incident. County dispatches their units as well as two city units. The county CAD forwards the incident details and recommended units to the CAD2CAD interface where the incident type and units are translated to match the city CAD system. The call is then sent to the city CAD and displayed in the pending queue. In the meantime the city receives another unrelated call and now the city units are no longer available. So the city dispatcher rejects the request and that information is send back through the CAD2CAD interface to the county CAD so the county dispatch can go on to the 4th and 5th due units.

Scenario 3:

A city unit marks out of service for training using their mobile data computer. This status change is reflected in the city CAD which forwards it to the CAD2CAD interface where the unit designator and status codes are translated and forwarded to the county CAD which updates the unit status so they county CAD knows this unit is not available for calls.

7) Do any vehicles, apparatus or public safety conveyances have GPS/AVL capabilities that transmit position data? If so, please describe the method and carrier. Also please describe the GIS component of each CAD system: Is the GPS/AVL data integrated and available from the CAD systems? How often updated? What type of map data and mapping coordinates are used by each system?

The city and county have AVL systems integrated with CAD but do not envision using AVL location for dispatch recommendations as part of this interface.

8) Is there a joint governance organization? The RFP is from the City of Roanoke. Is the City authorized to contract on behalf of the County?

There is a memorandum of agreement between the city and county to pursue this project. A governance structure is planned based on the level of effort proposed by the offerers. The city will be the lead agency for any contracts.

9) Can you advise if there are mutual aid or automatic aid agreements in place with fire & rescue agencies in any of the surrounding counties or nearby cities?

Yes there are agreements with surrounding jurisdictions but the project at this time will just involve the two jurisdictions identified in the RFP

10) The functional requirements for the proposed solution are not well defined in the RFP. Are there any additional requirements documented, or is there someone we can speak with to better understand the interoperable requirements?

Samples scenarios are provided in answer to question 6 that should define the requirements.

11) Is the funding for this project from a grant? If so, which grant? Additionally, please provide detail on the scope of the grant (i.e., what was promised) as well as the proposed timeline.

It is grant funded and the period of performance ends Jun 2016.

12) Can you tell us the amount of funding available?

We are not releasing this information.

13). Paragraph 1 of Section 1 on page 6 states the following:

... The proposed solution must be compatible with existing interfaces of the CAD systems. The County and City are not interested in beta systems or purchasing professional services to design and develop a system or any solution that requires development of a new interface on the CAD systems. The proposed solution must meet the project, business and technical requirements in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP).

While we have an existing, production ready CAD2CAD solution, it does not utilize any of the interfaces originally designed by the CAD vendors, nor does it utilize the specifications included in the RFP's attachments. Our CAD2CAD solution requires that each vendor build an interface compatible with our product, which is compliant with the National Capital Region CAD2CAD (those specs are available at ncrnet.us web site). Motorola has successfully integrated their PremierOne product to this specification; however, New World has not integrated with us before.

What I would like to know, is our solution still in line with the requirements stated in paragraph 1 above?

Since the CAD vendors have indicated they are not interested in development work or implementing new interface specifications any proposal must be compatible with interfaces currently available for the CAD systems identified in the RFP. If a proposed solution can work with the identified CAD systems without requiring a new interface it would be considered whether it used the existing interfaces identified in the RFP or not. Any solution should not negatively impact the maintenance and support of the existing CAD systems.

14) Although the request is for integrating the existing CAD systems, would the City and the County be open to a proposal to replace both of them with a single, off site CAD system that is hosted within a CJIS certified data facility?

No.